Application No.: 10/010,915
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AMENDMENTS TO THE CLAIMS

1. (currently amended) A distributed method for performing network monitoring, comprising:

establishing, by an infrastructure management appliance, a secure virtual connection with a remote data center, the infrastructure management appliance being connected to a customer network, the remote data center being connected to a public network, the customer network being connectable to the public network, wherein the establishing step includes establishing the secure virtual connection with the remote data center over the public network;

monitoring, by said infrastructure management appliance, at least one customer resource, the customer resource being connected to the customer network, wherein the monitoring step includes monitoring the customer resource over the customer network; and

transmitting information obtained through said monitoring of said customer resource to said remote data center over said secure virtual connection.

2. (original) The method of claim 1, wherein said establishing said secure virtual connection with said remote data center

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comprises establishing a virtual private network with said remote data center.

3. (original) The method of claim 1, further comprising:

obtaining customer specific information from said remote data center, wherein said establishing of said secure virtual connection with said remote data center is responsive to said customer specific information.

4. (original) The method of claim 3, wherein said step of obtaining said customer specific information is performed over a first interface to said infrastructure management appliance, and wherein said establishing of said secure virtual connection with said remote data center is over a second interface to said infrastructure management appliance.

5. (original) The method of claim 4, wherein said monitoring of said at least one customer resource is performed over said second interface to said infrastructure management appliance.

6. (original) The method of claim 4, wherein said obtaining of said customer specific information over said first interface to

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said infrastructure management appliance comprises obtaining said customer specific information through dial up access over a serial line to said data center.

7. (original) The method of claim 4, wherein said obtaining of said customer specific information further comprises obtaining an network address of said infrastructure management appliance from said remote data center.

8. (original) The method of claim 7, wherein said obtaining of said network address of said infrastructure management appliance comprising obtaining an Internet Protocol (IP) address from said remote data center.

9. (original) The method of claim 4, wherein said monitoring of said at least one customer resource comprises periodically polling of a server system to determine whether said server system is in an operational state.

10. (original) The method of claim 4, wherein said monitoring of said at least one customer resource comprises generating a synthetic transaction with respect to at least one customer

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application, and storing a result obtained from said customer application in response to said synthetic transaction.

11. (original) The method of claim 4, further comprising:

discovering at least one customer operational environment attribute; and

configuring said first interface to said infrastructure management appliance in response to said at least one customer operational environment attribute.

12. (original) The method of claim 11, wherein said at least one customer operational environment comprises a dial-out prefix.

13. (currently amended) An infrastructure management appliance, comprising:

at least one processor;

at least one memory, said memory operable to store program code executable on said at least one processor, wherein said program code includes

program code for establishing a secure virtual connection with a remote data center, the infrastructure management appliance being connectable to a customer network, the remote data center

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being connected to a public network, the customer network being connectable to the public network, wherein the program code for establishing a secure virtual connection is operable to establish the secure virtual connection with the remote data center over the public network;

program code for monitoring at least one customer resource, the customer resource being connected to the customer network, wherein the program code for monitoring at least one customer resource is operable to monitor the customer resource over the customer network; and

program code for transmitting information obtained through said monitoring of said customer resource to said remote data center over said secure virtual connection.

14. (original) The infrastructure management appliance of claim 13, wherein said program code for establishing said secure virtual connection with said remote data center comprises program code for establishing a virtual private network with said remote data center.

15. (original) The infrastructure management appliance of 13, further comprising:

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program code for obtaining customer specific information from said remote data center, wherein said program code for establishing said secure virtual connection with said remote data center is responsive to said customer specific information.

16. (original) The infrastructure management appliance of claim 15, further comprising:

a first communication interface;

wherein said program code for obtaining said customer specific information obtains said customer specific information over said first communication interface;

a second communication interface; and

wherein said program code for establishing said secure virtual connection with said remote data center establishes said secure virtual connection over said second communication interface.

17. (original) The infrastructure management appliance of claim 16, wherein said program code for monitoring said at least one customer resource monitors said at least one customer resource over said second communication interface.

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18. (original) The infrastructure management appliance of claim 16, wherein said program code for obtaining said customer specific information obtains said customer specific information over said first communication interface, and wherein said first communication interface provides dial up access over a serial line to said remote data center.

19. (original) The infrastructure management appliance of claim 16, wherein said program code for obtaining said customer specific information further comprises program code for obtaining a network address of said infrastructure management appliance from said remote data center.

20. (original) The infrastructure management appliance of claim 19, wherein said program code for obtaining said network address of said infrastructure management appliance comprises program code for obtaining an Internet Protocol (IP) address from said remote data center.

21. (original) The network management appliance of claim 16, wherein said program code for monitoring of said at least one customer resource comprises program code for periodically polling

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a server system to determine whether said server system is in an operational state.

22. (original) The infrastructure management appliance of claim 16, wherein said program code for monitoring said at least one customer resource comprises program code for generating a synthetic transaction with respect to at least one customer application, and program code for storing a result obtained from said customer application in response to said synthetic transaction.

23. (original) The infrastructure management appliance of claim 16, further comprising:

program code for discovering at least one customer operational environment attribute; and

program code for configuring said first communication interface in response to said at least one customer operational environment attribute.

24. (original) The infrastructure management appliance of claim 23, wherein said at least one customer operational environment attribute comprises a dial-out prefix.

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25. (currently amended) A distributed system for performing network monitoring, comprising:

a public network;

a remote data center connected to said public network;

a customer network connectable to said public network;

an infrastructure management appliance connected to said customer network;

means for establishing, by ~~an~~ said infrastructure management appliance, a secure virtual connection with ~~a~~ the remote data center over the public network;

means for monitoring, by said infrastructure management appliance, at least one customer resource, said at least one customer resource being connected to the customer network, wherein said means for monitoring the at least one customer resource is operable to monitor the customer resource over the customer network; and

means for transmitting information obtained through said monitoring of said customer resource to said remote data center over said secure virtual connection.

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